



Security and Protection Services

Company Profile

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Xperia Protection Services

Signature

Full Name:

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INTRODUCTION

Executive Summary

Xperia Protection Services (hereinafter referred to as “the company” is legally private domiciled in the Republic of South Africa and registered in terms of the law of the republic, in particular the Private Property Act as amended. The Company was registered in 2017 with the registrar of company, CIPC Registration Number: 2017/200201/07. The principal description of the business is security and protection services.

Xperia Protection Services operates in Johannesburg with a reputation for professionalism, dedication and commitment to our industry.

Xperia Protection Services has always been committed to embracing the concept of multiracial attitude and non-sectarian attitude and vision.

History and Background

Over the years, the group has undertaken many ambitious projects and accumulated skills, know-how and experiences in security and protection services.

Today, Xperia Protection Services acts as the leading security consulting company for small and large businesses by helping to create some of the comprehensive security structures to coordinate with the required services.

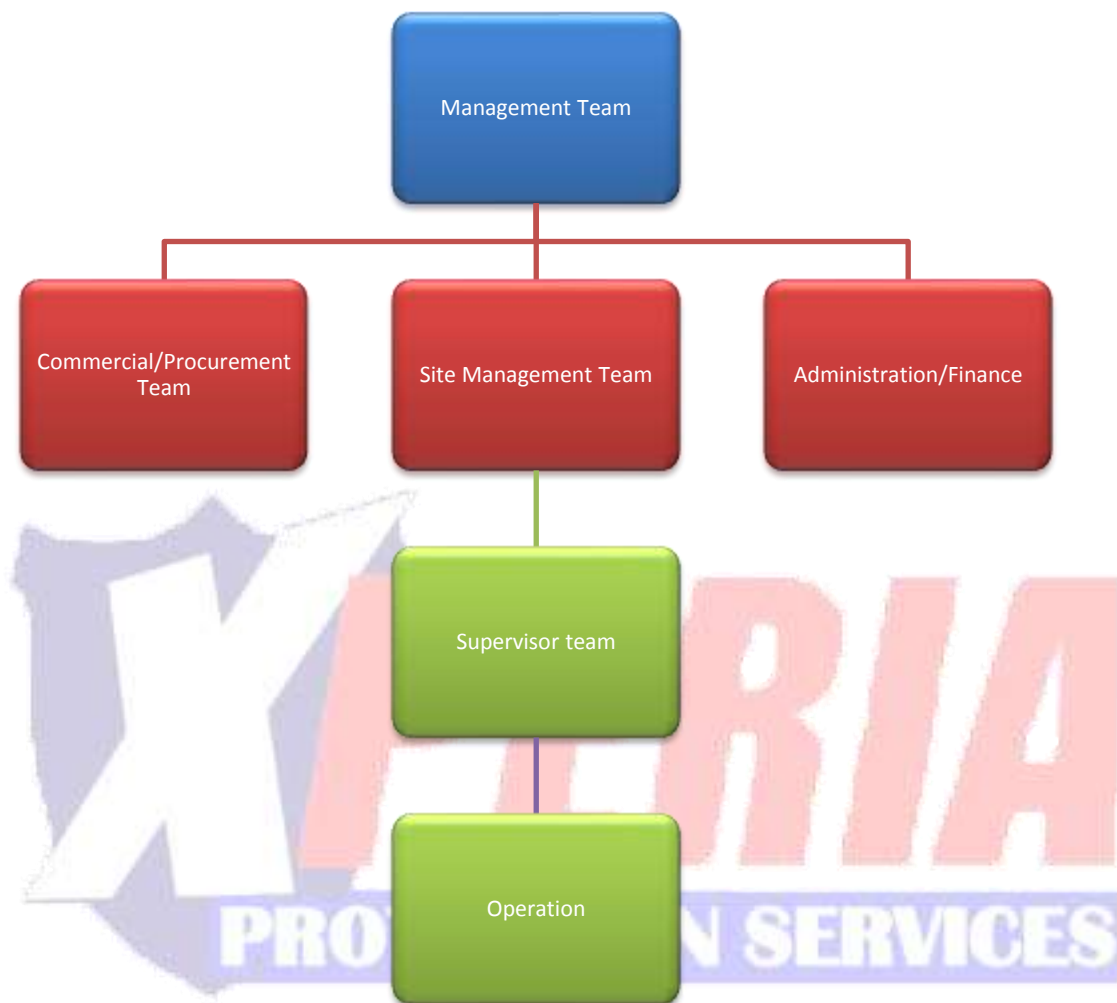
MANAGEMENT

The company is led by a director and managers. They are involved in business development, procurement, project management and corporate administration.

The management team proactively collects feedback, identifies changes in the business environment, reviews work processes, and communicates key learning points and company policy to all staff at regular meetings

Director and General Manager	:	Didier Mbuyi
Phone number	:	+27 (0) 82 367 4914
Email address	:	didiermbuyi1@xperiaproserv.co.za

ORGANIZATION HIERARCHY



VISION

Xperia Protection Services has set off a vision to become a premier solution provider company providing world leadership in security and protection and other services. We are trying to be the leader in client satisfaction, innovation, professionalism and superior quality solution. We are the architect of responsive, fast, cost effective and creative solution for the benefit of our customer to compensate their critical needs.

Our Team combine technical excellence with superior understanding of client need and the environment in which our client operate. We are committed to working in partnerships with our clients that add value and consistently exceed expectations.

MISSION

To form long-term relationships with our clients and partners, using quality system and strategy of doing business and offering adequate services by employing the best resource and the latest techniques.

Xperia Protection Services aims to provide the highest possible standard of quality and service in all its services offering, by giving to Clients the best satisfaction the company can offer.

HUMAN RESOURCES POLICY

Our people are crucial in the delivery of our services and solution to our clients. In order to ensure that everyone is equipped with the right skill, knowledge and attitude, a comprehensive training programme is put in place to constantly upgrade our people in technical and management skills.

We believe firmly in providing the right training, accredited certification and practical knowledge for our people, in order for them to execute their duties and responsibilities confidently. Our aim is to stay relevant to the ever-changing market place and client's requirement.

SECURITY AND SAFETY

Xperia Protection Services has always maintained a strong commitment to health and safety for the protection of its employees and clients. Xperia Protection Services' health and safety records are a direct result of a commitment to executing projects in a safe and effective manner.

Xperia Protection Services has also assembled an experienced safety staff and developed and implemented a Health and Safety Program to ensure that this commitment is maintained and continuously improved.

Xperia Protection Services' Injury and Illness Prevention Program focus on these major areas and can be provided if requested:

- Health & Safety Organization
- Health & Safety Policies
- Health & Safety Plans
- Employee Safety Training Programs
- Health & Safety Audits
- Subcontractor Health & Safety
- Safety Awareness Programs

SERVICES OFFERED

Xperia Protection Services is proud to offer a wide range of services and solutions. We also understand that the needs of all customers are not the same, so if you cannot see exactly what you are looking for, our team of experts or technicians will guide you through all available options and adapt a solution to customers. .

The services offered by **Xperia Protection Services** are:

Body Guarding: Our team of body guards are highly trained and experienced personnel in the industry and registered under the private security industry regulatory authority (PSIRA). The team are ready to perform their duty for high profile clients, celebrities and many more.

Car Guard: **Xperia Protection Services** always make sure to take care of every shopping malls or any other venue patrons' belonging, cars are safe while visiting.

Our car guard's teams are well trained to serve with their best while they are on duty and face different challenges.

Venue Control: Our personnel are fitted to perform at your venues to provide security or establish rule or non-compliance with statutory.

Alarm System: We offer our alarm system service to residential and commercial. Our technician will cater the need of the client, either monitoring on site or in our control rooms.

QUALITY POLICY

Xperia Protection Services has created a system for receiving, recording, analysing, forecasting and taking corrective actions on all non-conformities or complaints pointed out by customers. Customer complaints are entertained through corrective and prevention action.

Classification of Training

Xperia Protection Services is committed to provide a complete range of training required by its employees to perform their assigned responsibilities. This includes orientation training; job or equipment related training, managerial, quality system training and refresher training. Determining Training Needs All employees are annually assessed by their managers to determine adequacy of their existing training or qualification, and to propose what additional training they require. “Quality, not Quantity is Our Policy”

VALUES

Our Values are:

Strength, we are a solid partner for our customers and all stakeholders based on the integrity and competence of our people, our decades of experience, our track record for delivering results and the backing of a global industry leader.

Performance, we demand excellence, deliver on our promises and continuously search for new and better ways to provide the best solutions for our customers and our stakeholders.

Passion, we care and personally committed to everything we do, especially our people, their safety and development, our customers and their success, and the world we inhabit, in particular the people and environment thus the communities where we live and work.

OUR OBJECTIVE

To provide our clients with an “I am assured” experience when we are chosen to execute their projects. Our emphasis on clear communication and follow-through procedures ensure that client’s objectives are top priority in the planning and execution of all our processes.

Project Management and Execution philosophy

Our project management and execution philosophy is to:

- Create details schedule and resources plan to meet client's project objective,
- Communicate clearly with all project stakeholders,
- Track project progress and fine-tune deviations,
- Supervise closely on quality of work done,
- Complete and commission the project on time.

We take pride in our delivery, thus our clients can always be assured that only the most experienced and qualified people are serving them, all the time.

GOALS

Growth is the most important issue to this business because once people take recognition of the business; they make a deal and the following are the overall goals of the company:

- Creating employment is a main goal.
- To run a sustainable profitable business
- To increase market share every year.
- To improve profit.
- For our growth income to increase.
- To become a leading youth empowerment in the global business environment
- Providing good quality service and be well known around Africa.
- To build a happy and loyal customer base.

Long Term Goals

The company through its services accompanied by its mission statement has set in policy and measures to facilitate expansion and growth and also become one of the leading in security and protection services in general.

Xperia Protection Services accomplishing our intended purpose/objectives by increasing the rates of the following factors:

- Business acumen
- Client service
- Teamwork
- Leadership
- Managerial skills
- Communication drive and flexibility
- Reliability
- Productivity
- Safety

CONCLUSION

Xperia Protection Services has passion in following the regulations of the operating channels so as to reach the set goals and expectations. Service is a life style and assuring the community of our best attention at all times.

